

IN THE CLAIMS:

The following is a complete listing of the claims, reflects all changes currently being made to the claims, and replaces all earlier version and listings.

Claim 1 (currently amended): An information processing apparatus which is connected to a first local managing apparatus which diagnoses an apparatus having a first-type function and a second local managing apparatus which diagnoses an apparatus having a second-type function that is different from the first-type function, comprising:

judging means which judge, based on information selected by a user, whether a[[ny]] trouble ~~which has occurred in a predetermined apparatus~~ that has been reported to said information processing apparatus is a trouble related to the apparatus having the first-type function or a trouble related to the apparatus having the second-type function;

determination means which determine that the first local managing apparatus shall diagnose the predetermined apparatus if the trouble which has occurred in the predetermined apparatus is judged to be a trouble related to the apparatus having the first-type function, and determine that the second local managing apparatus shall diagnose the predetermined apparatus if the trouble which has occurred in the predetermined apparatus is judged to be a trouble related to the apparatus having the second -type function, based on the judgment provided by said judging means, and said determining means determining that the first and second local managing apparatuses shall both diagnose the predetermined apparatus if said judging means cannot judge as to whether the trouble which has occurred in the predetermined apparatus is a trouble related to the

apparatus having the first-type function or to the apparatus having the second-type function; and

diagnosis control means which causes one of the first local managing apparatus and the second local managing apparatus, or both the first and second local managing apparatuses, to perform diagnosis, based on a determination provided by said determination means.

Claim 2. (original): An information processing apparatus according to Claim 1, wherein said diagnosis control means issues a diagnosis request to one of the first local managing apparatus and the second local managing apparatus, or both the first and second local managing apparatuses.

Claim 3. (original): An information processing apparatus according to Claim 1, further comprising display control means for displaying a list of apparatuses connected to the local network on a display unit.

Claim 4. (original): An information processing apparatus according to Claim 1, further comprising first notifying means for notifying a service person to go and perform a recovery operation in the event that trouble is not determined by the first local managing apparatus or the second local managing apparatus.

Claim 5. (original): An information processing apparatus according to Claim 4, wherein said first notifying means transmits information to a portable terminal

carried by the service person regarding a location to which to go to perform the recovery operation.

Claim 6. (original): An information processing apparatus according to Claim 1, further comprising report generating means for generating report information indicating contents of the trouble in a case where the trouble is determined by the first local managing apparatus or the second local managing apparatus.

Claim 7. (previously presented): An information processing apparatus according to Claim 1, further comprising notifying means for sending a notification of a need for a commissioning recovery operation to another company, in a case where the trouble cannot be recovered from without external help.

Claim 8. (previously presented): An information processing apparatus according to Claim 1, wherein the apparatus of the first type is a peripheral device, and the apparatus of the second type is a computer device.

Claim 9. (previously presented): An information processing apparatus according to Claim 8, wherein the apparatus of the first type is at least one of a printer, a photocopier, or a scanner.

Claim 10. (previously presented): An information processing apparatus according to Claim 8, wherein the apparatus of the second type is at least one of a personal computer, a server computer, or a network device.

Claim 11. (currently amended): A managing program which is executed on an information processing apparatus which is connected to a first local managing apparatus which diagnoses equipment having a first-type function and a second local managing apparatus which diagnoses equipment having a second-type function that is different from the first-type function, said program causing a computer to execute the following steps:

a judging step, for judging, based on information selected by a user, whether a[[ny]] trouble ~~which has occurred in a predetermined apparatus~~ that has been reported to the information processing apparatus is a trouble related to the apparatus having the first-type function or a trouble related to the apparatus having the second-type function;

a determination step, for determining as to that the first local managing apparatus shall diagnose the predetermined apparatus if the trouble which has occurred in the predetermined apparatus is judged to be a trouble related to the apparatus having the first-type function, and for determining that the second local managing apparatus shall diagnose the predetermined apparatus if the trouble which has occurred in the predetermined apparatus is judged to be a trouble related to the apparatus having the second -type function, based on a judgment provided in said judging step, and for determining that the first and second local managing apparatuses shall both diagnose the predetermined apparatus if in said judging step it is not possible to judge as to whether the trouble which has occurred in the predetermined apparatus is a trouble related to the

apparatus having the first-type function or to the apparatus having the second-type function; and

a diagnosis control step, execution of which causes one or the other of the first local managing apparatus and the second local managing apparatus, or both the first and second local managing apparatuses, to perform diagnosis, based on a determination obtained in said determination step.

Claim 12. (original): An equipment managing program according to Claim 11, wherein a diagnosis request is issued to one or the other of the first local managing apparatus and the second local managing apparatus, or both the first and second local managing apparatuses, in said diagnosis control step.

Claim 13. (original): An equipment managing program according to Claim 11, which further causes a computer to execute a display control step for displaying a list of equipment connected to the local network on a display unit.

Claim 14. (original): An equipment managing program according to Claim 11, which further causes a computer to execute a first notifying step, of notifying a service person to go and perform a recovery operation in a case where trouble is not determined by the first local managing apparatus or the second local managing apparatus.

Claim 15. (previously presented): An equipment managing program according to Claim 14, wherein information is transmitted to a portable terminal carried by

the service person regarding a location for which the service person is to go to perform the recovery operation, in said first notifying step.

Claim 16. (original): An equipment managing program according to Claim 11, which further causes a computer to execute a report generating step, of generating report information indicating the contents of the trouble in a case where trouble is determined by the first local managing apparatus or the second local managing apparatus.

Claim 17. (previously presented): An equipment managing program according to Claim 11, which further causes a computer to execute a notifying step, of sending a notification of a need for a commissioning recovery operation to another company, in a case where the trouble cannot be recovered from without external help.

Claim 18. (previously presented): An equipment managing program according to Claim 11, wherein the equipment of the first type is a peripheral device, and the equipment of the second type is a computer device.

Claim 19. (previously presented): An equipment managing program according to Claim 18, wherein the equipment of the first type is at least one of a printer, a photocopier, or a scanner.

Claim 20. (previously presented): An equipment managing program according to Claim 18, wherein the equipment of the second type is at least one of a personal computer, a server computer, or a network device.

Claim 21. (currently amended): A computer-readable recording medium storing an equipment managing program which is executed on an information processing apparatus which is connected to a first local managing apparatus which diagnoses equipment having a first-type function and a second local managing apparatus which diagnoses equipment having a second-type function that is different from the first-type function, said equipment managing program causing a computer to execute the following steps:

a judging step, for judging, based on information selected by a user, whether a[[ny]] trouble ~~which has occurred in a predetermined apparatus~~ that has been reported to the information processing apparatus is a trouble related to the apparatus having the first-type function or a trouble related to the apparatus having the second-type function;

a determination step, for determining as to that the first local managing apparatus shall diagnose the predetermined apparatus if the trouble which has occurred in the predetermined apparatus is judged to be a trouble related to the apparatus having the first-type function, and for determining that the second local managing apparatus shall diagnose the predetermined apparatus if the trouble which has occurred in the predetermined apparatus is judged to be a trouble related to the apparatus having the second -type function, based on a judgment provided in said judging step, and for determining that the first and second local managing apparatuses shall both diagnose the

predetermined apparatus if in said judging step it is not possible to judge as to whether the trouble which has occurred in the predetermined apparatus is a trouble related to the apparatus having the first-type function or to the apparatus having the second-type function; and

a diagnosis control step, execution of which causes one or the other of the first local managing apparatus and the second local managing apparatus, or both the first and second local managing apparatuses, to perform diagnosis, based on a determination obtained in said determination step.

Claim 22. (previously presented): A recording medium according to Claim 21, wherein a diagnosis request is issued to one or the other of the first local managing apparatus and the second local managing apparatus, or the first and second local managing apparatuses, in said diagnosis control step.

Claim 23 (original): A recording medium according to Claim 21, wherein said equipment managing program further causes a computer to execute a display control step, of displaying a list of equipment connected to the local network on a display unit.

Claim 24. (original): A recording medium according to Claim 21, wherein said equipment managing program further causes a computer to execute a first notifying step, of notifying a service person to go and perform a recovery operation in a case where trouble is not determined by the first local managing apparatus or the second local managing apparatus.

Claim 25. (previously presented): A recording medium according to Claim 24, wherein information is transmitted to a portable terminal carried by the service person regarding a location for which the service person is to go to perform the recovery operation, in said first notifying step.

Claim 26. (original): A recording medium according to Claim 21, wherein said equipment managing program further causes a computer to execute a report generating step, of generating report information indicating contents of the trouble in a case where trouble is determined by the first local managing apparatus or the second local managing apparatus.

Claim 27. (previously presented): A recording medium according to Claim 21, wherein said equipment managing program further causes a computer to execute a notifying step, of sending a notification of a need for a commissioning recovery operation to another company, in a case where the trouble cannot be recovered from without external help.

Claim 28. (previously presented): A recording medium according to Claim 21, wherein the equipment of the first type is a peripheral device, and the equipment of the second type is a computer device.

Claim 29. (previously presented): A recording medium according to Claim 28, wherein the equipment of the first type is at least one of a printer, a photocopier, or a scanner.

Claim 30. (previously presented): A recording medium according to Claim 28, wherein the equipment of the second type is at least one of a personal computer, a server computer, or a network device.

Claim 31. (currently amended): An equipment managing method which is executed on a system configured of a first local managing apparatus which is connected to a first local managing apparatus which diagnoses equipment having a first-type function and a second local managing apparatus which diagnoses equipment having a second-type function that is different from the first-type function, said method comprising:

a judging step, for judging, based on information selected by a user, whether a[[ny]] trouble ~~which has occurred in a predetermined apparatus~~ that has been reported to the information processing apparatus is a trouble related to the apparatus having the first-type function or a trouble related to the apparatus having the second-type;

a determination step, for determining as to that the first local managing apparatus shall diagnose the predetermined apparatus if the trouble which has occurred in the predetermined apparatus is judged to be a trouble related to the apparatus having the first-type function, and for determining that the second local managing apparatus shall diagnose the predetermined apparatus if the trouble which has occurred in the

predetermined apparatus is judged to be a trouble related to the apparatus having the second -type function, based on a judgment provided in said judging step, and for determining that the first and second local managing apparatuses shall both diagnose the predetermined apparatus if in said judging step it is not possible to judge as to whether the trouble which has occurred in the predetermined apparatus is a trouble related to the apparatus having the first-type function or to the apparatus having the second-type function; and

a diagnosis control step, execution of which causes one or the other of the first local managing apparatus and the second local managing apparatus, or both the first and second local managing apparatuses, to perform diagnosis, based on a determination obtained in said determination step.

Claim 32. (original): An equipment managing method according to Claim 31, wherein a diagnosis request is issued to one or the other of the first local managing apparatus and the second local managing apparatus, or both the first and second local managing apparatuses, in said diagnosis control step.

Claim 33. (original): An equipment managing method according to Claim 31, further comprising a display control step, of displaying a list of equipment connected to the local network on a display unit.

Claim 34. (previously presented): An equipment managing method according to Claim 31, further comprising a first notifying step, of notifying a service

person to go and perform a recovery operation in a case where trouble is not determined by the first local managing apparatus or the second local managing apparatus.

Claim 35. (previously presented): An equipment managing method according to Claim 34, wherein information is transmitted to a portable terminal carried by the service person regarding a location for which the service person is to go to perform the recovery operation, in said first notifying step.

Claim 36. (original): An equipment managing method according to Claim 31, further comprising a report generating step, of generating report information indicating contents of the trouble in a case where trouble is determined by the first local managing apparatus or the second local managing apparatus.

Claim 37. (previously presented): An equipment managing method according to Claim 31, further comprising a notifying step, of sending a notification of a need for a commissioning recovery operation to another company, in a case where the trouble cannot be recovered from without external help.

Claim 38. (previously presented): An equipment managing method according to Claim 31, wherein the equipment of the first type is a peripheral device, and the equipment of the second type is a computer device.

Claim 39. (previously presented): An equipment managing method according to Claim 38, wherein the equipment of the first type is at least one of a printer, a photocopier, or a scanner.

Claim 40. (previously presented): An equipment managing method according to Claim 38, wherein the equipment of the second type is at least one of a personal computer, a server computer, or a network device.